

# Occupational Medical Services NEWS BULLETIN



A joint project of Finance, Human Resources and the Office of the Labor Commissioner • Spring 2003

## from the Mayor...

Workplace safety should be everyone's concern – workers, supervisors, and agency heads. We need everyone to work together to reduce the number of workplace accidents and the severity of accidents. Work-related injuries continue to affect us in many ways – the cost of accidents to the City, the loss of productivity in our worksites, and the physical and emotional pain of injured co-workers.

Please encourage your staff to use common sense by always wearing seatbelts when in moving vehicles, not using hand-held cell phones while driving vehicles on city business, watching for potentially dangerous or hazardous workplace situations, such as unsecured electrical cords, boxes in walkways, slippery or wet floors, frayed or torn carpeting, and using city-issued personal protective equipment as required. It is very important that supervisors investigate injury producing incidents for root causes and applicable corrective actions.

I am asking departments to make a concerted effort to send their supervisors to the mandatory course, "Supervising for Safety," for additional training in safety programming, hazard recognition, incident investigation and regulatory compliance. For registration information, contact the Division of Occupational Safety, Department of Finance, at 410-396-4311. We will keep posting information of interest on the Finance Homepage under Occupational Medical Services. <http://www.baltimorecity.gov/government/finance/index.html>

**WORKER SAFETY IS EVERYONE'S CONCERN.  
STAY SAFE!**

Martin O'Malley  
Mayor

## City's Safety and Health Program Initiatives

Every year it is estimated that 6,000 Americans die from workplace injuries, an estimated 50,000 people die from illnesses caused by workplace chemical exposures, and an estimated 6 million people suffer non-fatal workplace injuries. Injuries cost our economy more than \$110 billion a year. Everyone agrees that these numbers are

unacceptable. City departments have been very supportive of past safety initiatives. The City of Baltimore is determined to leap forward in improving injury and illness rates, and lowering the associated losses of both human and fiscal resources. Your continued cooperation is essential.

The strategy of the Division of Occupational Safety continues its partnership with a network of site safety personnel and safety program coordinators. These individuals are encouraged in their commitment to the City Safety Program by accepting responsibility for ensuring a safe and healthful work environment by involving management and workers at every stage of their operations.

The most important initiative that we are currently developing is strengthening the City's Safety and Health Program by encouraging departments to develop and implement a workplace specific safety and health program. The elements we will be looking for are: management commitment, meaningful participation of employees, a systematic effort to find safety and health hazards (and correct them), training for employees, and supervisors, supervisors to investigate incidents, and a strategic plan to reduce injuries and illnesses.

Thank you for your continued support of the City's Safety and Health Program initiatives.

## *Supervisors - The Key to Maintaining A Safe Workplace*

Lately, when the topic of workplace safety comes up, we often hear the term "safety culture". In a nutshell, a workplace with a safety culture is a place where safety is a core value that is embraced by everyone. Acting safe or minimizing at risk behaviors is expected. The ultimate test, and one we typically use when evaluating the culture of a workplace, is to ask any random person at the facility to describe the values promoted. If the place truly has a safety culture, it shouldn't take long for the word "safety" to be brought up.

But considering that the culture of every workplace is different, how does a facility get its workforce to adopt safety as a value? The answer to this question is simple; people create their own reality.

Here are some points for your supervisors to consider:

**Encourage and develop teamwork:** No one person can make a workplace safe. Even the safety director needs to be reminded to put safety glasses on every now and again.

**Send a clear message:** Have you ever said something to someone and they replied with a statement that has no bearing on what you just said? Say what you mean.

**Communicate:** Get to know the people that you supervise and talk in their language. Use values that they already hold to get the point across. Listen to complaints.

## ***Forms, Forms and More Forms***

Listed below are the forms which agency human resources/personnel staff and supervisors have started using for job-related injuries, return to work, pre-placement evaluations, substance abuse testing and commercial driver's license certification. If you are not familiar with the forms, please keep reading. There is a brief description of when and how each form should be used. These forms are being integrated into all future supervisory training.

To order the forms below, please complete a warehouse requisition and send it to the Bureau of Purchases, 231 E. Baltimore St. Your order will be shipped from Warehouse 15, 5330 Pulaski Highway. Please contact 396-3915 with any questions on ordering warehouse-stocked forms. If you have questions about the proper usage, contact your agency human resources office. Please destroy any old forms which you may have in your files related to this because they are no longer valid.

### **28-1608-5149 – Employee's Incident Report (EIR)**

This form is to be used when a work-related injury/illness occurs. The supervisor or designee completes it immediately or as soon as possible, and has the employee take the EIR with him/her to City of Baltimore Occupational Medical Services (Mercy Clinic) at 323 N. Calvert St. The supervisor removes "Agency Copy", which is the last copy of the form set. There is a section which requires additional investigative action. The EIR is to be used for posting injuries/illness to the Maryland OSHA 300 Log. In addition the supervisor is to report an employee injury/illness by calling Teleprompt as soon as possible at the 24 hour, toll-free number – 877-607-8600.

### **28-1608-5153 – Request for Services**

This is a new form which was developed to expedite service requests at the Mercy Clinic. This form is not used for injury or other acute services. It is to be used for either 1) commercial driver's license (CDL) whether it is pre-placement, new certification or re-certification; or 2) these services: pre-placement evaluation, promotion/transfer evaluation, fitness or duty exam, return to work examinations (including personal illness or injury), medical surveillance exam and other such as respiratory, audio, etc. When requesting services, an updated Job Description Summary form (*see below*) should either accompany this form or already be on file with Occupational Medical Services for the employee or candidate. The agency must supply a 15-digit budget account number on the form.

The "Agency Copy" is removed for the agency file. The employee/candidate takes the remaining copies with him/her to the Mercy Clinic. Occupational Medical Services will check one of the following categories: 1) Recommended; 2) Health-related condition exists which may interfere with performance of essential job functions; 3) Deferred pending further evaluation; 4) Does not meet DOT requirements; and 5) Other. The authorized person in the agency will receive the results and will be notified in respect to the any applicable modified job requirements.

The fax number to schedule physicals and pre-placement evaluations (drug and alcohol screenings) is 410-332-0614.

### **28-1608-5154 – Job Description Summary**

This form must accompany a Request for Services form for a pre-placement examination, not for drug or alcohol screenings. The Job Description Summary should be completed by the supervisor in charge of the position to be filled. City of Baltimore Occupational Medical Services will not examine the applicant without the completed form. A 15-digit budget account number is needed on this form. This form becomes part of the employee's file at Occupational Medical Services.

### **28-1608-5155 – Work Capacity Recommendation**

This form is for work re-entry for the injured or seriously ill worker and should accompany a Request for Services form with the box checked for either Fitness for Duty Exam or Return to Work (personal) on the request form. The top portion of the form is to be completed by the supervisor. City of Baltimore Occupational Medical Services completes a checklist and the remaining portions of the form after evaluating the employee's capacity for the physical demands of the job and the frequency of different physical activity. A 15-digit budget account number is needed on this form. A Job Description Summary form should be on file at Occupational Medical Services for the employee. The person who is authorized to receive the results for the employee's agency will be notified.

### **28-1608-5156 – Management – HR Administration (Drug/Alcohol Testing Order)**

This form accompanies the Request for Services form (when a physical examination is required) and is used for all pre-placement or promotional drug/alcohol testing. The employee must bring photo identification with the completed form. Only Management or HR Administration is permitted to request these tests. This form (*without the appointment date filled in*) is faxed to Occupational Medical Services at 410-332-0614. An appointment date will be filled in and faxed back to the requester within 48 hours.

The person who is authorized to receive the results for the employee's agency will be notified. In all cases of positive drug or alcohol results, the department's Designated Human Resources Authority will be notified. In cases of promotional testing, which results in a positive test, both the Employee Assistance Program (EAP) and the Division of Occupational Safety, Department of Finance, will be added to the notification list.

### **28-1608-5157 – Supervisory – Drug/Alcohol Testing Order**

This form is used by supervisors for the following reasons:

**Non-regulated** – post accident; reasonable suspicion for cause requires Safety Officers or Substance Abuse Control Officer, SACO, signature; probationary (CDL and Non-CDL applies); supervisory monitoring (work improvement plan (CDL and Non-CDL applies) and Bi-Annual (CDL).

**Regulated** – follow-up (CDL); post accident (CDL); reasonable suspicion for cause (CDL) requires SACO signature; and return to duty (CDL).

The person who is authorized to receive the results for the employee's agency will be notified. In all cases of positive drug or alcohol results, the department's Designated Human Resources Authority will be notified.

## **Key Telephone Numbers:**

To report an employee injury, call the Teleprompt:

**1-877-607-8600 (toll-free)**

To verify appointments at the Mercy Clinic, request directions or obtain information about parking, call:

**410-332-9773**

To verify an employee's location, inquire about job duties or to reschedule appointments, call:

**410-332-9890**

To schedule physicals and pre-placement drug screenings, Fax only: **410-332-0614**

For General Claim Inquiries or Customer Service, call:

**410-783-1601**